

## **HUMAN RESOURCES/HUMAN RIGHTS**

Fiscal Year 2009

### **Human Rights**

It has been approximately two years since the reorganization and merger of the Human Resources/Human Rights Department. The focus of the Human Rights Department continues to be directed toward training Town employees on issues of diversity, sensitivity, and social justice in the workforce even more so, with the Social Justice Project relocating from Health to Human Resources/Human Rights, with the Human Resources Director assuming responsibility for oversight of the Social Justice Grant.

Since the consolidation of Human Resources/Human Rights department and the relocation of the Human Rights office to Town Hall, there have been fewer complaints and drop-ins from citizens with issues regarding civil rights violations, harassment and discrimination issues. There were 5 complaints from citizens and Town employees combined for FY 09: two were written complaints, and one is in the process of being investigated. There were fewer calls and alleged civil rights violations and less information and referrals made. The assumption is that this is because of the relocation of the office. The population that is served does not feel comfortable coming to Town Hall for lack of privacy and anonymity. With the reorganization of office space at the Bangs Center, the HRC was not able to maintain that office space due to appointments.

### **Human Resources**

#### **Personnel Board**

The Personnel Board currently is in full membership, consisting of five members. Each member serves a three-year term. Three members of the Personnel Board are appointed by the Select Board. One member receives a nomination for appointment from Town employees. One member of the Personnel Board is appointed by the Library Trustees. All members must be residents of Amherst.

The Human Resources Department provides a variety of services to Town employees to ensure that the needs of the Town are met by responding to staffing needs and managing the hiring process through recruitment, advertisement and administering exams as needed. The Human Resources Department meets with the Personnel Board on a monthly basis and collaborates on issues regarding personnel policies and procedures to assure equitable treatment of employees. The Personnel Board met with the Human Resources Department a total of 10 times during FY 09.

The Human Resources Department communicated to employees through the annual open enrollment process, benefit programs and policies. The annual reenrollment was successfully completed for health insurance including a verification of eligibility. The HRD along with the Health Department organized and presented a Town and School health fair, with representatives and participation from various health care providers, local fitness centers, and representatives from health insurance and dental insurance carriers, as well as the Hampshire County Retirement System. The HRD Implemented an increase in employee health insurance co-pays effective July 2009, with a positive

recommendation from the Employee Insurance Advisory Committee. The HRD coordinated employee meetings with the Town Manager to share information and solicited employee feedback on the budget; and provided sexual harassment trainings for Department Heads and Supervisors, DPW, Jones Library staff and the Fire Department staff. HRD also manages the Workers Compensation Benefit Program and assists the different departments with assessing HR needs.

During 2009, HRD participated in the collective bargaining process and contract management for union employees, and assisted the departments with implementing collective bargaining agreements, which assured compliance with all federal and state labor laws.

### **Personnel**

In FY 09, the Town employed 300+ employees, including part-time non-benefited and summer help; 70 of which are non-union fully benefited employees.

#### **Administration and Finance:**

28 staff: 0 females and 8 males

#### **Public Safety:**

142 staff

##### **Fire Department:**

93 employees: Chief, 2 Assist Chiefs; 1 Administrative Asst; 43 Firefighters, 19 Call Firefighter 28 Student Firefighters. 10 females and 83 males

##### **Police Department:**

56 employees: 4 civilians, 3 Lieutenants, 7 Sergeants, 5 Detectives, 26 Patrol Officers, and 1 Animal Welfare Officer. One Patrol Officers was hired, a Lieutenant was promoted to Captain and a Police Chief was hired. There are six females and 50 males in the Department.

##### **Parking Enforcement:**

Staff of 3: 1 female and 2 males

##### **Communication Center:**

##### **(Emergency Dispatch)**

12 employees: 5 females and 7 males

#### **Maintenance/Custodial:**

8 employees: 3 females and 5 males

#### **Planning and Code Enforcement:**

##### **Conservation Department:**

4 employees: 2 females and 2 males

**Inspection Services:**

3 employees: 1 female and 2 males

**Planning:**

Staff of 5: 2 females and 3 males

**Community Services:**

Staff of 2: 1 female and 1 male

**Council on Aging:**

Staff of 5: 1 Administrator, 1 Administrative Assistant, 1 Social Worker and two part-time employees; all female

**Health Department:**

Staff of 6: 1 Administrator, 1 Administrative Assistant, 1 Nurse, 2 Sanitarians, 1 Outreach Worker; 5 females and 1 male

**Leisure Services and Supplemental Education:**

Staff of 9: 6 females and 3 males; plus seasonal help

**Veteran Services:**

Staffed by Regional Veterans Services

**Jones Library:**

The Amherst Libraries are made up of 30 staff members, 24 females and 6 males

**Public Works Department:**

DPW has a total of 58 employees.

**Public Works Administration:** 2 Administrators, 2 Management Assistants; 1 Town Engineer, 1 Jr. Civil Engineer, 1 Environmental Scientist, and 1 Utilities Technician; 5 females and 53 males

**Equipment Maintenance:**

1 Division Supervisor and 2 Mechanics

**Highway Division:**

Division Director, 2 Crew Supervisors, 1 Roadway Sign & Paint Technician, 1 Maintenance Worker, and 1 Laborer

**Equipment Operators:**

4 Equipment Operators

**Skilled Laborer/Truck Drivers:**

5 skilled Laborer/Truck Drivers

**Landfill and Recycling:**

1 Facilities Supervisor, 1 Equipment Operator and 1 Skilled Laborer/ Truck Driver

**Parks and Commons:**

1 Crew Supervisor, 2 Maintenance Workers, 2 Skilled Laborers/Truck Drivers and 1 Laborer

**Street & Traffic Lights:**

Division Director and 1 Electrician

**Tree Care and Pest Control:**

1 Crew Supervisor, 1 Equipment Operator and 1 Laborer

**Wastewater Treatment Plant & Pumping Station:**

1 Division Director, 1 Mechanic/Supervisor, 1 Lab Technician, 2 Crew Supervisors, 2 Mechanics, 2 Maintenance Workers and 4 Plant Operators

**Water Division:**

1 Division Director, 1 Division Supervisor, 1 Treatment Operator, 1 Mechanic, 1 Meter Reader, 1 Skilled Laborer/Truck Driver, 2 Maintenance Workers and 32 Treatment Operators

**Recruitment and Advertisement:**

Recruitment and Advertisement is done through newspapers, and website postings. The advertisement is done with: the Daily Hampshire Gazette, the Amherst Bulletin, the Sentinel, the Republican/Union News, Brattleboro Reformer, and the Keene Sentinel. Other forms of advertisement are with: Amherst Survival Center, Career Options Resource Center – Hampshire College, Career Point, CCACTV, Elms College, Massachusetts Rehabilitation Center, Riverside Industries, Skills Career Education Center, UMass Career Services and the University without Walls. There were a total of 15 advertisements for FY 09.

There was 1 internal promotion in addition to 7 new hires during FY 09: 1 Police Patrolmen, 1 Parking Enforcement Officer, 1 Emergency Dispatcher, 1 Inspector, 1 Laborer/Truck Driver, 1 Environmental Scientist, and 1 Public Health Nurse.

**Retirement, Resignations, Transfers and Terminations for FY 09:**

During the FY 09, 8 employees retired, 2 employees were laid-off, and HRD received a total of 10 resignations, 1 transfer and 2 terminations.

**Years of Service**

1 employee	40 Years
15 employees	30 Years
8 employees	20 Years
8 employees	15 years
13 employees	10 years

In conclusion, I would like to recognize the staff in the Town Managers Office for their support during the period of transition.

Respectfully submitted,  
Eunice Torres, Human Resources/Rights Director